



Role Profile

Pensions Officer			
Reference No:	A5778		
Service:	Finance (Pensions Division)		
Job Family:	Finance Services	Grade:	FC5

Purpose
To support the accurate and timely administration of Local Government Pension Scheme (LGPS) benefits, ensuring compliance with relevant legislation, guidance, and internal procedures. The role involves calculating complex pension payments, handling queries from scheme members and employers, and maintaining accurate records. The postholder will contribute to the delivery of a high-quality, customer-focused pensions service, working to agreed performance indicators and supporting continuous improvement across the team

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Contribute to the delivery of pensions administration, ensuring compliance with LGPS regulations and employer policies	Experience in pension administration; attention to detail; numeracy skills	x	
Complete complex pension calculations including retirements, deaths, ill-health, redundancy, transfers, divorce and aggregation. This includes	Educated to SCQF level 5, which includes National 5 or SVQ level 2 or Standard Grades at Credit level or equivalent in a business or customer experience	x	

E = Essential Criteria D = Desirable Criteria

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ensuring these calculations comply with LGPS regulations and employer policies. Resolve any outstanding queries which impacts on the calculations. Maintain procedure documents	Relevant pensions related qualification i.e. Chartered Institute of Payroll Professionals (CIPP), Diploma in Pensions Administration or equivalent		x
Develop a positive relationship with customers and respond to queries from scheme members, employers and stakeholders in both a sensitive and timely manner.	Ability to work with and engage with customers on a sensitive and regular basis to obtain an understanding of their circumstances using various channels – face to face, telephone and email. Good communication skills	x x	
Maintain accurate records using pensions administration systems.	Ability to use pension administration system	x	
Support the reconciliation of pension payments and contributions	Analytical skills; financial awareness	x	
Assist with the implementation of legislative changes and internal process improvements	Ability to interpret regulations; change management experience	x	
Contribute to team KPIs and service improvement initiatives.	Teamwork; understanding of performance metrics		x
Ensure compliance with data protection and confidentiality requirements.	Knowledge of GDPR, data handling and cyber risks		x
Support projects such as McCloud remedy implementation, I-Connect uploads, Engage and Pension Dashboard and other regulatory changes,			
Checking calculations carried out by other team members, to ensure accurate and comply with regulations. Providing feedback.	Ability to spreadsheets and word packages effectively Knowledge of Microsoft Officer 365		X

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
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Job Title (Specialists Tasks)				
Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.				
Additional Information – the following information is available:		Expected Behaviours		
- Skills Framework (if applicable) How we work matters		Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.		

Version: 1.4

Issue date: October 2023